

**DEBORAH HIRSCHFELDER**  
**ValueOptions, Inc.**  
**Vice President of Quality Management**

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**PROFESSIONAL EXPERIENCE**

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**ValueOptions, Inc.** **2006 - Present**  
**Vice President of Quality Management**

- Responsible for national Quality Management vision and philosophy
- Identifies and facilitates the implementation of best practices for quality assurance
- Provides strategic direction for quality management in line with company goals for delivery quality care and services to clients
- Oversees ( provides guidance ) the successful pursuit of accreditation ) NCQA and URAC)
- Assures appropriate resource utilization to accomplish the goals and objectives of the QM program
- Oversees performance improvement initiatives based on industry and company performance indicators
- Chairs the company Quality management committee
- Assure that senior management is aware of and supports the quality management program
- Supports VO's marketing efforts and client retention initiatives

**ValueOptions, Inc.** **2003 - 2006**  
**Vice President of Quality Management, Commercial Division**

- Develops strategic thinking and process improvement implementation for quality management initiatives;
- Oversees development and implementation of Health Plan Service Centers' Annual Quality Management Programs;
- Facilitates the development of internal and external partnerships to assure compliance with internal performance and productivity standards;
- Supervises monitoring of core processes and data analysis and the re-engineering of operational processes to reflect new technology, regulatory requirements, and contractual obligations;
- Assures that Service Center operations are in compliance with statutory, corporate, and accreditation standards; and,
- Monitors industry trends in quality management and service delivery processes to assure ValueOptions' continued position as an industry leader.

**Hirschfelder HealthCare Consultants** **2000 - 2003**  
**Principal**

**PricewaterhouseCoopers** **1998 - 2000**  
**Healthcare Consultant**

**Merit Behavioral Health Care (now Magellan)** **1988 - 1998**  
**Title of Position**

Vice President, Quality Management, Accreditation and Compliance  
Vice President, Service Quality Systems  
Vice President, Account Management

**Managed Health Care Services  
Healthcare Consultant**

**1985 - 1988**

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## **EDUCATION**

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**Washington University**

Bachelor of Science in Psychology and Sociology

**Southern Illinois University**

Master of Science in Psychology